

C.6.1.1.20 SUPPORT TO MOLESWORTH AND COOP LOCATIONS

The Government may require dedicated IT Services support to Molesworth, UK.

Background:

EUCOM's existing legacy Unclassified Local Area Network (ULAN) and SIPRNet Local Area Network (SLAN) on RAF Molesworth are spread across 20 buildings on the RAF Molesworth campus. The current SLAN and ULAN architecture are comprised of various network devices (routers, switches, encryption devices and firewalls) located in 22 telecommunications rooms (TRs) within the 20 buildings.

These LANs support 825-850 EUCOM users at 14 buildings across the RAF Molesworth campus. The EUCOM users currently access these networks via thick clients and use legacy DSN unclassified phones (i.e. POTS phones, STEs). The local Air Force Communications Squadron currently provides all voice service.

As part of the JIAC Bridging effort, EUCOM will upgrade the aging ULAN and SLAN to the meet standards in accordance with the latest NETCOM N-ICAN and S-ICAN architecture guidance, which will match the N-ICAN and S-ICAN architecture on Patch Barracks. The installation of the N-ICAN and S-ICAN begins 09 NOV 21 and ends 16 AUG 22.

As part of this effort EUCOM is remediating all 21 of the TRs, which includes electrical, grounding, tempest, and ESS. Work began 6 APR 21 and the only effort remains is the completion of ESS.

Also as part of the JIAC Bridging effort, EUCOM will move to a VDI infrastructure and provide DISA EVoIP services. While EUCOM will remove the majority of the thick clients from the networks, the number EUCOM users remains the same. Once transition to DISA EVoIP services, the local Air Force Communications Squadron will cease to be the voice service provider to EUCOM users. The cutover to a VDI infrastructure and provide DISA EVoIP services begins 8 DEC 21 and ends in SEP 22.

Within the 14 buildings across the RAF Molesworth campus, EUCOM is responsible for 10 conference rooms and a Watch Floor (See Table 1) at RAF Molesworth. As part of the JIAC Bridging effort EUCOM is also modernizing these conference rooms. The existing AV equipment is nearing the manufacturers' end of support (EOS) and the existing AV system does not meet current EUCOM cybersecurity standards. Once the AV Tech Refresh portion of the JIAC Bridging effort is complete, all 10 of the conference rooms and Watch Floor will match the EUCOM J6 conference room standard. This effort is scheduled to begin installation on 21 SEP 21 and complete on 03 JAN 22.

Table 1: JAC Molesworth Conference Rooms and Watch Floor

Current:	B100 VTC & Large Conference Room	B100 R214 VTC & Conference Room	B303 RF16 VTC & Conference Room	B320 R11 VTC & Conference Room	B348 JAC Command VTC & Conference Room	B100 JAC I&W VTC & Conference Room
Future:	B100 R103 VTC/DVTC & Conference Room	B100 R136 VTC & Watch Wall	B314 R10 VTC & Conference Room	B414 R11 VTC & Classroom	B414 R12 VTC & Classroom	

Lastly, EUCOM is developing and deploying a multi-site data center architecture to provide mission data assurance. The objective is to provide a resilient physical infrastructure and IT environment capability for continuity of operations and disaster recovery efforts. The Capability Level 3 (CL3) will provide resilient services to include Virtual Server Infrastructure (VSI) and Virtual Desktop Infrastructure (VDI) for approximately 2,550 potential remote users. The project design is currently underway, with requirements gathering in Q1 of FY22 and design completion 29 APR 22. The procurement and installation is tentatively scheduled to begin Q3 FY22 and complete Q4 FY22.

Requirements:

The contractor is required to provide the following comprehensive customer (end user) support on EUCOM ULAN and SLAN networks at RAF Molesworth – either on site or remotely back at Patch Barracks - as marked on Attachment B – Requirements Alignment Matrix (Attached).

Requirements:

The contractor shall provide the following specific requirements:

- Maintain patch management of thick clients until the installation and migration to thin clients is complete. (Anticipated to occur in the summer of 2022)
- Maintain existing SIPR and NIPR ICAN through decommission (Anticipated to occur in the summer of 2022) and facilitate hand-off of new NIPR and SIPR ICAN infrastructures and assume O&M support following SOVT.
- Continue to provide break/fix support on aged infrastructure. New installations and growth would route through J66 for approval.
- Provide installation and configuration of approved VTC endpoints not in conference rooms
- Operate and maintain 10 conference rooms and Watch Floor following the complete installation and turnover from NIWC. No additional conference rooms will be within scope. O&M includes fix, repair, re-program, and update to maintain overall system security posture and functionality. O&M does not include expanding capabilities or building out additional conference rooms without contract modification.
- Maintain firmware upgrades to VDI endpoints once installed. Integrate VDI endpoints into a locally hosted VDI manager and server infrastructure
- Implement and maintain systems endpoint terminals IAW EUCOM Cyber policy (ISE, HBSS, GPO, Carbon Black).
- Perform Cyber Security scanning and remediation for endpoints.
- Configure new VoIP and VoSIP after initial configuration deployment. Deployment includes physical connectivity and configuration of the phone in the DISA call manager.
- Perform annual COMSEC rekey ISO new S-ICAN infrastructure for approximately 30 additional devices).
- Maintain printers IAW applicable STIGs. Perform firmware upgrades as required in response to CTOs. Integrate printers into larger enterprise strategy.
- Operate and maintain additional (new) security stack and DISA circuits – maintain redundant dynamic routing between Site A and Site C in the event of a failure.

Staff Requirements:

Experience installing/ maintaining;

- Thinklogical Matrix switches
- Cisco telepresence Systems
- Crestron Touch Panel systems
- Basic A/V system wiring

Fiber Optics/Network Cabling installation, Termination, and Testing.

Experience in setting up VTC Bridge calls.

Configuring VTC endpoints

Configuring Cisco call manager

Experience with Cisco Meeting Server bridge calls

Certified Cisco Network Administrator (CCNA) required for management of the LAN